

DOIT MASTER AGREEMENT NUMBER:

B-03-006

DOIT APPROVAL DATE:

11/20/03

VENDOR NAME: SBC SNET**FEIN: 06-054-26-46****SERVICE/PRODUCT NAME: Audioconferencing : Audioconferencing- 1-800-CONFERENCE®****SERVICE/PRODUCT DESCRIPTION:**

SBC SNET's 1-800-CONFERENCE® Audio Conferencing is an audio conferencing service that allows a prearranged connection between groups of people at multiple locations to maximize organizational productivity. 1-800-CONFERENCE® Audio Conferencing offers on-demand (reservation-less) service, operator-assisted, and automated passcode service. 1-800-CONFERENCE® complements your existing information network and requires no additional hardware.

With 1-800-CONFERENCE®, you can customize your service with popular options like cassette or CD ROM recording, transcript, translations, digital replay, voice or fax pre-notifications, and electronic Q&A. With ConferenceNOW® you receive a permanent meet-me telephone number and passcode for your conference. Connect with up to 75 individuals, any time. We also offer Toll-Free Meet Me service, which uses a toll-free number and an automated passcode to authenticate participants. If you like, you may order 1-800-CONFERENCE® with operator-assisted calls, in which a conference coordinator screens callers for admittance and places participants into the call. The coordinator also can call participants and bridge them into the conference call for you.

Contact a 1-800-CONFERENCE® customer service representative at 1-800-266-3373, or visit www.1800conference.com for more information or to make a reservation.

Conference Call Services**Operator Dial-Out**

The conference service specialist first obtains the names and telephone numbers of all call participants, along with the date and time of the conference call. At the time of the call, the conference operator calls all participants. When all parties are on the line, the conference service specialist will add the host to the call. At that time a "roll call" can be conducted. Late comers or additional meeting participants can join in at any time during the conference call.

Operator Assisted Meet Me

When scheduling a no Operator Assisted Meet Me call, a conference service specialist provides a pre-assigned telephone number for distribution to conference call participants. At the assigned time, the host and all call participants dial into the Dial-In conference call.

Operator Assisted Toll Free Meet Me

The Toll Free Dial-In feature offers the same convenience as Meet Me, and allows all call participants to call in toll free. When scheduling a Toll Free Meet Me conference call, a conference service specialist provides a pre-assigned 800 number to distribute to all call participants. At the appointed time callers dial into the conference call toll-free.

Automated Passcode Service Meet Me

The originator places a reservation for an Automated Dial-In Call. The conference service specialist will provide call participants a pre-assigned telephone number along with a pin number. After dialing in and entering the pin number using a touch-tone phone, each person is automatically connected to the

conference at the assigned time. The operator will not intervene unless a caller uses the operator recall (press *0) feature.

Automated Passcode Service Toll Free Meet Me

The 800 Automated Dial-In feature offers the same convenience as Automated Dial-In, and allows all call participants to call in toll free. When scheduling an 800 Automated Dial-In conference call, a conference service specialist will provide a pre-assigned 800 number and a pin number to distribute to all call participants. At the appointed time, callers dial toll free into the conference call.

Conference NOW Reservationless Meet Me

With Conference NOW, the host receives a permanent “meet-me” phone number and PIN code for their own account. The initial set-up includes a determination of a number of lines (up to 75) the host requires to be available on a 7x24 basis. Once registered, no additional reservations are necessary and the phone number, the pin number, and determined ports are permanently assigned. The assigned number can also be an 800 toll free number for callers.

Conference NOW Web Conferencing

Our reservationless service, ConferenceNOW®, provides the Host with permanent dial-in numbers (Toll, Toll Free, or On-Net), passcode, moderator code, along with a URL for web conferencing. The same moderator code and passcode are used to access both the audio and web conferences. ConferenceNOW® web conferencing can be used along with audio conferencing, or on its own, for up to 75 simultaneous connections.

Participant Notification

The SNET Conference Calling operator notifies call participants of the date and time for an upcoming conference call. For Dial-In and 800 Dial-In calls, the operator will inform participants as to what number to use to dial into the call.

Standing Reservation (Perm Call)

Conference calls that are repeated frequently with the same participants can be set up with a pre-file that contains all the pertinent information including participant's names and phone numbers. Calls are established as scheduled unless the originator calls in advance to revise the schedule.

Role Call

SNET Conference Calling operators will conduct a roll call before conducting the call.

Operator Assistance

If participants need to reach the operator for assistance, they can press *0 on a touch-tone telephone to reach the operator.

Sub-Conferencing

Sub-Conferencing allows users to divide a large conference call into several smaller conference groups. The entire group of participants can be reconvened at any time.

Broadcast/Listen Only

With Listen Only, one person speaks and everyone else listens. This feature can be important in larger calls, like investor relations meetings, where the call originator should not be interrupted during the meeting. Two-way interaction is still available during and after the listen only segment.

Electronic Polling

A polling session allows conferees to vote on specific issues by entering digits on their touch-tone phones. The operator's screen displays the results, which can be printed out for distribution.

Late Party Notification

For security reasons, participants entering or exiting the conference call are announced to the others by the conference operator or by an audible tone.

Electronic Question and Answer

Generally, following a large presentation-style conference call, Question and Answer, or "Q&A," allows the moderator to process questions in an orderly manner. This feature can be especially useful following a lecture. Callers, who wish to ask a question, press "*1" on their touch-tone phones while all lines except the moderators are muted. The operator's screen displays which lines have questions and the order in which they were received. The operator then opens each line individually and in order of request, enabling the caller to ask his or her question. (A person can cancel their request by pressing "#" at any time.)

Billable Reference Number

Each department or individual can provide a "Cost Center Number" to charge back the appropriate users each month. A monthly report will be generated with the billable detail.

Cassette or CD Recording

Call Tape Recording happens at only at the call originator's request, this feature provides taped minutes of the conference call. Meetings with the press, investor relations meetings, legal meetings or depositions are just a few applications where call taping can play an important role. FCC regulations require that all callers be notified if a call is being taped. The conference operator will make this announcement at the beginning of the call to all participants.

Digital Tape Replay

Parties unable to attend a conference call can call at scheduled times to listen to a rebroadcast of the original call.

Communications Line

SBC's 1-800-CONFERENCE® can offer a communication line between you and an operator that allows you to get updates on your conference and/or authorize participants into your call.

Security:

Operator Assisted Service—The operator will allow participants into a call if they have the valid confirmation number, call title, host name and/or company name. Calls can also use a password (which is determined by the arranger), security list (which includes the names of authorized participants.)

The host has the additional option of utilizing a communications line (a direct connection from a State of CT contact to a contact at the conference center). With this option, participants will only be allowed to enter the call upon approval of the customer contact. The operator can perform a roll call per the host's request prior to the start or at any time during the call. The host (and any participant) can gain access to a live operator by pressing *0 (star, zero) on their touch-tone phone.

Automated Passcode Service—Requires that the participants have the dial in number and valid passcode to access the call. In addition, the host (and any participant) can gain access to a live operator by pressing *0 (star, zero) on their touch-tone phone. Additionally, automated conference bridges can be programmed to record participant's names as they dial in. This can then be played back for roll call and participant identification purposes.

ConferenceNOW automated reservationless conferencing—Requires that the participants have the dial in number and valid passcode to access the call. The host must also have the dial in number, passcode, and moderator code to access and start the call.

The host can use the *7 (star, seven) touch-tone command to lock the conference which will “lock out” additional participants attempting to join the call, and prohibits the operator from accessing the call. When the *7 feature is not being used, the host and any participant may hit 00 to summon a live operator over the entire call or *0 may be used for a private operator to the host or an individual participant.

Transcription Services

Calls that have been tape-recorded can also be transcribed for distribution.

Translation Services

SNET/SBC offers translation for conference calls in 148 foreign languages with different dialects. Pricing for translation services are at per minute rates and vary based on the language/dialect requested and the time of day of the call.

Time and Charges Report

Each month an invoice is generated for conference calling activity for the previous month. Electronic invoices contain the following call data:

Originators Name	Originators Phone Number
Agency/Department Number or Code	Total Call Minutes
Date/Time of Call	Type of Call
Price for Call	Number of Participants
Participant Name	Participant Phone Number
Participant Minutes	Year to date Summary Report

SERVICE LEVELS:

Installation Intervals

Less than 10 accounts = 2 business days

10 or more accounts = Individual Case Basis

Routine Repair Intervals

Response time = Less than 1 hour

Repair Resolution time = 24 hours or less

Repair Service Level Definitions:

Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem.

Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that SNET restores service and such service is acceptable to the State.

SERVICE AVAILABILITY/LIMITATIONS:**SERVICE AVAILABILITY**

See Service Availability spreadsheet

Translation Services Language List

These 148 languages represent 98.89% of all Translation Services customer requests from the 6,700 languages spoken in the world today.

Afrikaans	French Canadian	Lakota	Rhade
Alan	Fukienese	Laotian	Romanian
Albanian	Fushou	Latvian	Russian
Amharic	Ga	Lingala	Samoan
Arabic	Gaddang	Lithuanian	Sango
Armenian	Gaelic	Luganda	Senegalese
Assyrian	Georgian	Luxembourgeois	Serbian
Azerbaijani	German	Macedonian	Shanghai
Bahnar	Greek	Malay	Sicilian
Bambara	Gujarati	Malagasy	Sinhalese
Basque	Haitian Creole	Maltese	Sindhi
Belorussian	Hakka	Mandarin	Slovak
Bengali	Hawaiian	Mandinka	Slovenian
Bosnian	Hebrew	Mankon	Somali
Bulgarian	Hindi	Marathi	Spanish
Burmese	Hmong	Mien	Swahili
Cantonese	Hubei	Malayalam	Swedish
Catalan	Hungarian	Mongolian	Szechuan
Chaldean	Hunanese	Navajo	Tagalog
Chaochow	Ibanag	Neapolitan	Taiwanese
Chavacano	Ibo	Nepali	Tamil
Cherokee	Icelandic	Nigerian Pidgin English	Tibetan
Croatian	Ilocano	Norwegian	Tigre
Czech	Indonesian	Ojibway	Thai
Dakota	Italian	Oromo	Tigrinya
Danish	Jakartanese	Pampangan	Toishanese
Dari	Jarai	Pangasinan	Tongan
Diula	Javanese	Pao-An	Toucouleur
Dutch	Jola	Papiamento	Tshiluba
Estonian	Japanese	Pashto	Turkish
Ewe	Kanjool	Pidgin English	Ukrainian
Farsi	Kashmiri	Polish	Urdu
Fijian	Khmer (Cambodian)	Portuguese	Vietnamese
Finnish	Kikuyu	Portuguese Creole	Visayan
Flemish	Korean	Punjabi	Wolof
Fon	Krio	Quechua	Yiddish
French	Kurdish	Quiche	Yoruba

PRODUCT SCHEDULE

1/21/03

MASTER AGREEMENT NUMBER: B-03-006							DOIT APPROVAL DATE:		
VENDOR NAME: SBC SNET							VENDOR FEIN: 06-054-26-46		
SERVICE NAME: Audioconferencing: Audioconferencing - 1-800-CONFERENCE®									
A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost	Post- Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	10/31/03	11/20/03	1		ConferenceNOW Reservationless Meet Me	per min per line up to 75 connect	\$0.090	\$0.090	\$0.00
Add	10/31/03	11/20/03	2		ConferenceNOW Reservationless Meet Me Toll Free	per min per line up to 75 connect	\$0.135	\$0.135	\$0.00
Add	10/31/03	11/20/03	3		Automated Passcode Service- Toll Free Meet Me	per min per line	\$0.390	\$0.390	\$0.00
Add	10/31/03	11/20/03	4		Operator Dial Out	per min per line	\$0.490	\$0.490	\$0.00
Add	10/31/03	11/20/03	5		Operator Dial Out Set up	per party	\$3.00	\$3.00	\$0.00
Add	10/31/03	11/20/03	6		ConferenceNOW Web Conferencing	per min per line up to 75 connect	\$0.100	\$0.100	\$0.00
Add	10/31/03	11/20/03	7		Automated Passcode Service Meet Me	per min per line	\$0.270	\$0.270	\$0.00
Add	10/31/03	11/20/03	8		Operator Assisted Meet Me	per min per line	\$0.029	\$0.029	\$0.00
Add	10/31/03	11/20/03	9		Operator Assisted Toll Free Meet Me	per min per line	\$0.450	\$0.450	\$0.00
Add	10/31/03	11/20/03	10		Assigned Acct Service Consultant*	acct	\$0.00	\$0.00	\$0.00
Add	10/31/03	11/20/03	11		Strategic Service Consultation on Operator Asst calls >20 ports*	conference call	\$0.00	\$0.00	\$0.00
Add	10/31/03	11/20/03	12		Electronic Question and Answer*	conference call	\$0.00	\$0.00	\$0.00
Add	10/31/03	11/20/03	13		Electronic Polling*	conference call	\$0.00	\$0.00	\$0.00
Add	10/31/03	11/20/03	14		Broadcast/Listen Only*	conference call	\$0.00	\$0.00	\$0.00
Add	10/31/03	11/20/03	15		Sub Conferencing*	conference call	\$0.00	\$0.00	\$0.00
Add	10/31/03	11/20/03	16		On Hold Music*	conference call	\$0.00	\$0.00	\$0.00
Add	10/31/03	11/20/03	17		Operator Assistance	conference call	\$0.00	\$0.00	\$0.00
Add	10/31/03	11/20/03	18		Conference Security	conference call	\$0.00	\$0.00	\$0.00
Add	10/31/03	11/20/03	19		Participant Muting	conference call	\$0.00	\$0.00	\$0.00
Add	10/31/03	11/20/03	20		Standing Reservation (perm call)	conference call	\$0.00	\$0.00	\$0.00
Add	10/31/03	11/20/03	21		Cassette or CD recording of Conference*	copy	\$15.00	\$15.00	\$0.00
Add	10/31/03	11/20/03	22		Additional Copies*	copy	\$15.00	\$15.00	\$0.00
Add	10/31/03	11/20/03	23		Transcription Services*	per 15 min	\$50.00	\$50.00	\$0.00
Add	10/31/03	11/20/03	24		Digital Tape Replay*	per min	\$0.45	\$0.45	\$0.00
Add	10/31/03	11/20/03	25		Digital Tape Replay*	per set up	\$50.00	\$50.00	\$0.00
Add	10/31/03	11/20/03	26		Participant Notification - phone or fax	per party	\$1.50	\$1.50	\$0.00
Add	10/31/03	11/20/03	27		Participant Notification - internet	per party	\$1.50	\$1.50	\$0.00
Add	10/31/03	11/20/03	28		Broadcast Fax	per min	\$0.35	\$0.35	\$0.00
Add	10/31/03	11/20/03	29		Fax on Demand	per min	\$0.50	\$0.50	\$0.00
Add	10/31/03	11/20/03	30		Fax on Demand - set up	per set up	\$25.00	\$25.00	\$0.00
Add	10/31/03	11/20/03	31		Time and Charges Report	per report	\$5.00	\$5.00	\$0.00
Add	10/31/03	11/20/03	32		RSVP Line (one time charge)	per set up	\$100.00	\$100.00	\$0.00
Add	10/31/03	11/20/03	33		Communications Line	set up	\$25.00	\$25.00	\$0.00
Add	10/31/03	11/20/03	34		Participant List	per conf	\$3.00	\$3.00	\$0.00
Add	11/10/03	11/20/03	35		Translation Service Spanish	per min day**	\$2.20	\$2.20	\$0.00
Add	11/10/03	11/20/03	36		Translation Service Spanish	per min night/wkend ***	\$2.50	\$2.50	\$0.00
Add	11/10/03	11/20/03	37		Translation Service Chinese (Mandarin+Cantonese	per min day**	\$2.40	\$2.40	\$0.00
Add	11/10/03	11/20/03	38		Translation Service Chinese (Mandarin+Cantonese	per min night/wkend ***	\$3.10	\$3.10	\$0.00
Add	11/10/03	11/20/03	39		Translation Service French	per min day**	\$2.40	\$2.40	\$0.00

PRODUCT SCHEDULE

1/21/03

VENDOR NAME: SBC SNET							VENDOR FEIN: 06-054-26-46		
SERVICE NAME: Audioconferencing: Audioconferencing - 1-800-CONFERENCE®									
A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost	Post- Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	11/10/03	11/20/03	40		Translation Service French	night/wkend ***	\$3.10	\$3.10	\$0.00
Add	11/10/03	11/20/03	41		Translation Service Japanese	per min day**	\$2.40	\$2.40	\$0.00
Add	11/10/03	11/20/03	42		Translation Service Japanese	night/wkend ***	\$3.10	\$3.10	\$0.00
Add	11/10/03	11/20/03	43		Translation Service Korean	per min day**	\$2.40	\$2.40	\$0.00
Add	11/10/03	11/20/03	44		Translation Service Korean	night/wkend ***	\$3.10	\$3.10	\$0.00
Add	11/10/03	11/20/03	45		Translation Service Russian	per min day**	\$2.40	\$2.40	\$0.00
Add	11/10/03	11/20/03	46		Translation Service Russian	per min night/wkend ***	\$3.10	\$3.10	\$0.00
Add	11/10/03	11/20/03	47		Translation Service Vietnamese	per min day**	\$2.40	\$2.40	\$0.00
Add	11/10/03	11/20/03	48		Translation Service Vietnamese	per min night/wkend ***	\$3.10	\$3.10	\$0.00
Add	11/10/03	11/20/03	49		Translation Service Armenian	per min day**	\$2.50	\$2.50	\$0.00
Add	11/10/03	11/20/03	50		Translation Service Armenian	per min night/wkend ***	\$3.80	\$3.80	\$0.00
Add	11/10/03	11/20/03	51		Translation Service Cambodian	per min day**	\$2.50	\$2.50	\$0.00
Add	11/10/03	11/20/03	52		Translation Service Cambodian	per min night/wkend ***	\$3.80	\$3.80	\$0.00
Add	11/10/03	11/20/03	53		Translation Service German	per min day**	\$2.50	\$2.50	\$0.00
Add	11/10/03	11/20/03	54		Translation Service German	per min night/wkend ***	\$3.80	\$3.80	\$0.00
Add	11/10/03	11/20/03	55		Translation Service Haitian Creole	per min day**	\$2.50	\$2.50	\$0.00
Add	11/10/03	11/20/03	56		Translation Service Haitian Creole	per min night/wkend ***	\$3.80	\$3.80	\$0.00
Add	11/10/03	11/20/03	57		Translation Service Italian	per min day**	\$2.50	\$2.50	\$0.00
Add	11/10/03	11/20/03	58		Translation Service Italian	per min night/wkend ***	\$3.80	\$3.80	\$0.00
Add	11/10/03	11/20/03	59		Translation Service Polish	per min day**	\$2.50	\$2.50	\$0.00
Add	11/10/03	11/20/03	60		Translation Service Polish	per min night/wkend ***	\$3.80	\$3.80	\$0.00
Add	11/10/03	11/20/03	61		Translation Service Portuguese	per min day**	\$2.50	\$2.50	\$0.00
Add	11/10/03	11/20/03	62		Translation Service Portuguese	per min night/wkend ***	\$3.80	\$3.80	\$0.00
Add	11/10/03	11/20/03	63		Translation Service Farsi	per min day**	\$2.60	\$2.60	\$0.00
Add	11/10/03	11/20/03	64		Translation Service Farsi	per min night/wkend ***	\$4.50	\$4.50	\$0.00
Add	11/10/03	11/20/03	65		Translation Service Tagalog	per min day**	\$2.60	\$2.60	\$0.00
Add	11/10/03	11/20/03	66		Translation Service Tagalog	per min night/wkend ***	\$4.50	\$4.50	\$0.00
Add	11/10/03	11/20/03	67		Translation Service Thai	per min day**	\$2.60	\$2.60	\$0.00
Add	11/10/03	11/20/03	68		Translation Service Thai	per min night/wkend ***	\$4.50	\$4.50	\$0.00
Add	11/10/03	11/20/03	69		Translation Service Urdu	per min day**	\$2.60	\$2.60	\$0.00
Add	11/10/03	11/20/03	70		Translation Service Urdu	per min night/wkend ***	\$4.50	\$4.50	\$0.00
Add	11/10/03	11/20/03	71		Translation Service - other languages (see Product description)	per min day**	\$2.60	\$2.60	\$0.00
Add	11/10/03	11/20/03	72		Translation Service - other languages (see Product description)	per min night/wkend ***	\$4.50	\$4.50	\$0.00
					*Available on Operator Assisted Calls				
					** Translation services day: M-F, 7am - 7pm (CST) rates do not include toll per minute				
					*** Translation services nights/ weekends: M-F 7pm-7am (CST) weekends and holidays (New Years Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas)				